



## **PUBLIC SAFETY LIFELINE VOLUNTEER CODE OF CONDUCT**

### **1. GENERAL**

Public Safety Lifeline Volunteers (PSLV) make invaluable contributions to emergency response in British Columbia. Membership in a PSLV program comes with an enhanced level of responsibility and accountability. This policy has been developed in consultation with representatives from each of the five PSLV groups, Tasking Agency representatives, and Local Government, in order to establish volunteer expectations through a Code of Conduct. This policy replaces policy 5.03 – Cancellation of Volunteer Membership.

### **2. POLICY**

Volunteers registered with Emergency Management BC (EMBC) who do not conduct themselves according to the Public Safety Lifeline Volunteer Code of Conduct during emergency response and training task duties may have their EMBC registration revoked or suspended.

Local Authorities may enrol volunteers to assist in their emergency operations at their discretion. It must be recognized that at times some of these volunteers may perform their duties in a manner which is unsatisfactory or unbecoming, or breach the standards for conduct and as such, the Local Authority or EMBC may no longer wish the services of the person as a volunteer.

### **3. CONDITIONS**

The public views volunteers as agents of the municipality, regional district or the Province when involved in PSLV activities, and shall act in an appropriate manner in accordance with these standards of conduct.

In order to be registered as a PSLV, volunteers must agree to and abide by the Code of Conduct.

## 4. REPORTING

If a volunteer commits an act which Emergency Management BC, the Tasking Agency, the Emergency Program Coordinator, PEP Air Zone Commander, ESS Director, Communications Coordinator, or SAR Leader feels is unsatisfactory or unbecoming, that person will address the situation verbally with the volunteer and request the offence not be repeated. This action needs to be documented, and documentation retained by the PSLV group and or local authority.

If a volunteer observes an act that they believe violates the code of conduct, then the volunteer is to report their concern in confidence to an appropriate person within their PSLV group or an EMBC regional office as soon as possible.

If a repeat offence occurs, Emergency Management BC, the Tasking Agency, the Emergency Program Coordinator, PEP Air Zone Commander, ESS Director, Communications Coordinator, or SAR Leader shall write to and meet with the volunteer advising of the concern, documenting past infractions and indicating further infractions could lead to termination or suspension of the volunteer's membership. A copy of this letter shall be sent to the EMBC Regional Office.

Emergency Management BC reserves the right to suspend or withdraw a volunteer's membership if that volunteer commits an act that brings the Crown into disrepute and/or violates the code of conduct. A follow-up investigation will ensue and an appeal process is available to the volunteer.

## 5. Appeals to EMBC

When a PSLV receives notice of determination regarding a complaint or code of conduct violation, the volunteer is advised of the appeal procedure. The volunteer is allowed 30 days from the date of receipt of the determination to deliver to the EMBC, Executive Director of Operations a written notice of appeal.

If an appeal is received within the 30-day period, EMBC may, after conducting a review confirm or overturn a decision. The PSLV will be informed of the status of their appeal within 60 days of EMBC receiving an appeal.

An appeal decision by EMBC is final and conclusive.



Chris Duff  
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